



TOM WHEELER
CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

January 21, 2015

The Honorable Greg Walden
Chairman
Subcommittee on Communications and Technology
Committee on Energy and Commerce
U.S. House of Representatives
2125 Rayburn House Office Building
Washington, DC 20515

The Honorable Tim Murphy
Chairman
Subcommittee on Oversight and Investigations
Committee on Energy and Commerce
U.S. House of Representatives
2125 Rayburn House Office Building
Washington, DC 20515

Dear Chairman Walden and Chairman Murphy:

This letter and the attached materials provide an updated response to your June 4, 2014 request for data related to the Federal Communications Commission's current workload and related operations. Question six in your June 4th letter requested that the Commission provide updates on questions one through five, quarterly for the remainder of my chairmanship.

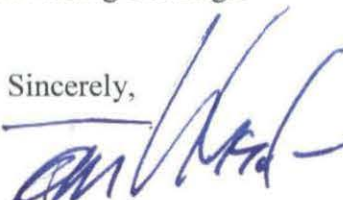
My original response dated June 30, 2014 included information about items pending at the Commission as of May 1, 2014, as per the instructions in your June 4th letter. The attached materials represent the second update to my June 30th response. They provide an update as of December 31, 2014, which is three months past the previous update, which provided figures as of September 30, 2014.

Since our last update, the Commission has continued to make progress in eliminating pending items. Based on the figures in question 1, the total volume of items pending at the FCC for more than six months has dropped by more than 37% since May 1, 2014. Furthermore, the total volume of licensing-related items pending more than six months at the Commission has dropped by 33% since May 1, 2014. Finally, the Commission has seen an over 12% drop in the number of applications for review and petitions for reconsideration pending more than six months since May 1, 2014.

In the area of docket management, the Consumer and Governmental Affairs Bureau (CGB), working with the Bureaus and Offices, released an order on December 22, 2014, closing 751 dormant dockets, in addition to the over 760 dormant dockets that were designated for closure in September. This action brings the total number of dormant dockets designated for closure this year to well over 1,500.

I look forward to continuing to work with you and to providing quarterly updates on the Commission's progress in eliminating and preventing backlogs.

Sincerely,



Tom Wheeler

Enclosures

RESPONSES

1. To help the Committee better understand the FCC's current workload and backlog, please provide the total number of items currently pending. Please include all petitions, applications, complaints and requests pending before the FCC, including petitions for waiver, petitions for stay, petitions for declaratory ruling, applications for license renewal, applications for transfer of lines, applications for review, requests for review, etc. Please categorize these items by the Bureau primarily responsible for action and the amount of time that has elapsed since each item was filed with the FCC using the following table.

Response:

	< 6 mos.	6 mos. - 2 yrs.	2 yrs. - 5 yrs.	> 5 yrs.
Consumer & Gov't (CGB)	18,830 ¹	1,900	59	35
Enforcement Bureau (EB)	140	314	280	52
International (IB)	181	193	40	10
Media (MB)	1,845	1,924	905	840
Public Safety (PSHSB)	2,151	86	77	16
Wireless (WTB)	11,767	2,861	1,612	300
Wireline (WCB)	256	516	450	442
OGC	9	2	0	0
Other (OET, OSP, etc)	306	74	46	2

2. License applications, and especially renewals, are often a routine process. How many license applications and renewals are currently pending at the Commission? How many license applications or renewals have been pending for six months, two years, and five years? Please provide this data for each of the Commission bureaus and offices.

¹ The uptick in the number of pending complaints in the fourth quarter is due to one-time work flow changes associated with migrating from one complaint intake system to another during this period. The number for the last quarter of 2014 reflects complaints that were submitted both through the Commission's former complaint portal, as well as those coming into the new Consumer Help Center, which began a trial period on October 31st and was fully operational by the end of the quarter. During this period, there were brief delays in serving the carriers upon whom complaints are served to ensure that they were acclimated to the new system and could receive the appropriate training on the Help Center system. Most of the complaints that were delayed have now been served, and staff expects the one-time system transition backlog to clear in the first quarter of 2015. The new Help Center will ultimately speed up processing times and reduce the pending items reported here.

Responses as of 12/31/14

Response:

License Applications and Renewals	< 6 mos.	6 mos. - 2 yrs.	2 yrs. - 5 yrs.	> 5 yrs.
International (IB)	173	183	20	0
Media (MB)	1,749	1,802	766	651
Public Safety (PSHSB)	2,101	58	54	0
Wireless (WTB)	11,706	2,773	1,510	232
Office of Engineering and Technology (OET)	242	1	3	0

3. We understand that the Commission receives tens of thousands of complaints from consumers each year. We are interested in how the Commission processes these complaints, and the subject matter of these complaints. Please provide the number of consumer complaints currently pending before the FCC, categorized using the table provided in question 1. How many complaints involve the do-not-call list? How many involve junk faxes? How many involve calls to wireless devices?

Response:

Consumer Complaints Chart

	< 6 mos.	6 mos. - 2 yrs.	2 yrs. - 5 yrs.	> 5 yrs.
Consumer & Gov't (CGB)	18,792 ²	1,826	0	0

Requested Categories of Complaints Chart

	< 6 mos.	6 mos. - 2 yrs.	2 yrs. - 5 yrs.	> 5 yrs.
Do-Not-Call List	926	64	0	0
Junk Faxes	85	1	0	0
Calls to Wireless Devices	554	20	0	0

4. By definition, a petition for reconsideration or an application for review asks the FCC to reconsider a decision it has already made. As such, the FCC should be able to review and act on such petitions and applications relatively quickly. Moreover, parties often cannot obtain judicial review of an FCC decision while a petition for reconsideration or application for review is pending. Please provide the number of petitions for reconsideration and applications for review currently pending before the FCC, categorized based on the docketed bureau or office using the table provided in question 1.

² See footnote 1 for further explanation concerning this figure.

Responses as of 12/31/14

Response:

	< 6 mos.	6 mos. - 2 yrs.	2 yrs. - 5 yrs.	> 5 yrs.
Consumer & Gov't (CGB)	1	37	18	7
Enforcement Bureau (EB)	11	1	0	0
International (IB)	1	2	5	8
Media (MB)	80	45	80	92
Public Safety (PSHSB)	33	1	0	8
Wireless (WTB)	31	29	27	22
Wireline (WCB)	19	63	70	93
OGC	9	2	0	0
Other (OET, OSP, etc)	6	51	14	2

5. How many dockets are currently open at the Commission? How many of these dockets have pending items in them that the Commission has not yet addressed? How many dockets have been inactive for more than six months? Two years? Five years?

Response:

Total Open Dockets	2,270 ³
Dockets without filings for more than six months	602
Dockets without filings for more than two years	594
Dockets without filings for more than five years	675

³ Note that while the order (DA 14-1871) closing the additional 751 dockets referenced in the cover letter was released by the Commission on December 22, 2014, the dockets cannot be officially closed until the order is published in the Federal Register. That process is under way but not yet completed. As such, these closures are not reflected in the docket figures as of December 31, 2014 included in response to question 5. The Commission's next round of reporting for items pending as of March 31, 2015 will reflect the closures from the December 22, 2014 order.